



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Anil Kumar Annadata, Wai H. Pak, Rohit Bedi  
Assignee: Siebel Systems, Inc.  
Title: System and Method for Multi-Channel Communication Queuing  
Serial No.: 09/823,590 Filing Date: March 31, 2001  
Examiner: Li B. Zhen Group Art Unit: 2642  
Docket No.: SBL0001US Client Ref. No. SIEB059/US

Austin, Texas  
March 23, 2006

MAIL STOP AMENDMENT  
COMMISSIONER FOR PATENTS  
P. O. BOX 1450  
ALEXANDRIA, VA 22313-1450

**INFORMATION DISCLOSURE STATEMENT**  
**UNDER 37 CFR § 1.97(b)**

Dear Sir:


Pursuant to 37 C.F.R. § 1.56, § 1.97 and § 1.98, the documents listed on the accompanying PTO Form-1449 are called to the attention of the Examiner for the above patent application. Pursuant to 37 C.F.R. § 1.98(a)(2), which was amended on September 21, 2004 to eliminate the requirement for submitting a copy of each U.S. patent or U.S. patent application publication listed in an IDS, no copies of U.S. patents or U.S. patent applications are provided. Copies of any listed foreign patent documents, pending non-published U.S. patent applications, and non-patent literature are enclosed.

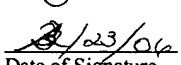
Citation of these documents shall not be construed as:

1. an admission that the documents are necessarily prior art with respect to the instant invention;
2. a representation that a search has been made; or

3. an admission that the information cited herein is, or is considered to be, material to patentability as defined in § 1.56(b).

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on March 23, 2006.

  
Attorney for Applicant(s)

*3 over*  
  
Date of Signature

Respectfully submitted,



D'Ann Naylor Rifai  
Attorney for Applicant(s)  
Reg. No. 47,026  
512-439-5086  
512-439-5099 (fax)



U.S. Department of Commerce, Patent and Trademark Office					Attorney Docket No.: <b>SBL0001US</b>		Application No.: 09/823,590	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use several sheets if necessary)					Applicant(s): Anil Kumar Annadata, Wai H. Pak, Rohit Bedi		Confirmation No.: 6841	
					Filing Date: March 31, 2001		Group Art Unit: 2642	
<b>U.S. Patent Documents</b>								
*Examiner Initial		Document Number	Date	Name	Class	Subclass	Filing Date If Appropriate	
	AA	5,961,620	Oct. 5, 1999	Trent et al.	710	105		
	AB	6,108,695	Aug. 22, 2000	Chawla	709	217		
	AC	6,118,899	Sept. 12, 2000	Bloomfield et al.	382	233		
	AD	6,314,451	Nov. 6, 2001	Landsman et al.	709	203		
	AE	6,480,600	Nov. 12, 2002	Neyman et al.	379	265.09		
	AF	6,493,760	Dec. 10, 2002	Pendlebury et al.	709	229		
	AG	6,690,788	Feb. 10, 2004	Bauer et al.	379	242		
	AH	6,963,783	Nov. 8, 2005	Bi et al.	700	94		
	AI	6,978,311	Dec. 20, 2005	Netzer et al.	709	232		
<b>Patent Application Publication</b>								
		Publication Number	Pub. Date	Name	Class	Subclass	Filing Date If Appropriate	
	AJ	2002/0026335	Feb. 28, 2002	Honda	705	4		
	AK	2002/0042845	April 11, 2002	Burmann et al.	709	249		
	AL	2003/0014598	Jan. 16, 2003	Brown	711	141		
	AM	2005/0003812	Jan. 6, 2005	Gladwin et al.	455	426.1		
	AN	2005/0010526	Jan. 13, 2005	Takahashi et al.	705	44		
<b>OTHER ART (Including Author, Title, Date, Pertinent Pages, Etc.)</b>								
	AN							
	AO							
	AP							
Examiner					Date Considered:			
<b>*EXAMINER:</b> Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with your communication to applicant.								